GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:156
ANSWERED ON:21.07.2003
FACILITIES PROVIDED BY AIR LINES
GORDHANBHAI JAVIA

Will the Minister of CIVIL AVIATION be pleased to state:

(a) the details of the various facilities and concessions being provided to the freedom fighters, old persons, women and the sick persons by Indian Airlines and Air India alongwith the criteria prescribed therefore;

(b) whether the Government propose to enhance such facilities in future;

(c) if so, the details thereof;

(d) whether such persons have demanded for enhancement of facilities and have submitted a memorandum in this regard; and

(e) if so, the details of the each of them and the action taken by the Government thereon?

Answer

MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI RAJIV PRATAP RUDY)
(a): Both the airlines are offering special discounts on the basic fare on its domestic routes to senior citizens, cancer patients, armed forces personnel and blind persons. The facilities currently provided by both airlines to senior citizens, cancer patients, armed forces personnel and blind persons are
(i) 50 to 80% discounts on fares depending upon category
(ii) Special arrangements are made for passengers needing attention,
(iii) Customer service counter exists at all airports to provide assistance to passengers on wheelchairs, ladies with infants, old persons, stretcher cases, etc.
(iv) wherever possible they are accommodated near the toilets and floor level exits provided to chutes,
(v) they are accommodated in seats allowing the maximum space for their comfort or space for leg support devices.
(vi) they are accommodated in seats nearby to permit quick access to aids when needed,
(vii) where possible elderly passengers are provided aisle seats. Wheelchairs are provided to old and sick passengers by Air India at all airports on request without any charge on production of medical certificate sick passengers and stretcher cases are required to be medically cleared by Air India Medical Services Department prior to acceptance for travel.Arrangements are also made for Ambulift as well as Ambulance if required at both embarking and disembarking stations at CS Iairport. The eligibility criteria for old person is 65 years in case of male senior citizen and 63 years in case female on the date of commencement of journey.
(b),(c),(d) and (e): Both the Airlines have no plans either to enhance these facilities currently nor have they received any demand for enhancement of these facilities in the recent past.